

SATO* TRAVEL TIPS

DO call SATO Travel to make airline, hotel, and rental car reservations. See Federal Travel Regulation (FTR), Chapter 301-73.102 for the requirement to use a Travel Management Center (TMC).

Travelers located in:

- 1) the Hoover Building in Washington, DC should contact the SATO Office in the Hoover Building. Phone number is (202) 482-1543/Fax number is (202) 482-0527.
- 2) the Washington, DC metropolitan area should contact the SATO Office in Silver Spring, MD. Phone number is (301) 713-2407/Fax number is (301) 713-2226.
- 3) the Boulder, Colorado area should contact the Navigant Office in Boulder, Colorado. Phone number is (303) 444-6969/Fax number is (303) 444-2175.
- 4) the Alaska area should contact either the SATO Office in Anchorage, or the SATO Office in Kodiak, Alaska. Phone number for Anchorage SATO is (907)786-3220/Fax (907)786-3266. Phone number for Kodiak SATO is (907)487-2500/Fax (907)487-2670.
- 5) the Hawaii area should contact the SATO Office in Honolulu, Hawaii. Phone number is (808)422-0548/Fax number is (808)422-5701.
- 6) a field location not serviced by any SATO Office above, should contact SATO's Reservation Center, located in San Antonio, Texas. Phone number is 800-736-9899/Fax number is 877-905-9646.

DO understand that SATO Travel can only book reservations that comply with FTR: <http://www.policyworks.gov/org/main/mt/homepage/mtt/FTR/FTRHP.shtml>

*(Note: reference to SATO Travel also references Navigant Travel)

DO call SATO's emergency after-hours phone number for assistance after normal working hours (before 8:00 a.m. and after 5:30 p.m.) local time at 800-827-7777.

DON'T call the SATO Travel emergency after hours phone number for routine travel services.

AIRFARE/AIRLINE RESERVATIONS:

DO have the following information available to expedite your request: origin and destination cities, approximate times of departure/arrival, car rental/lodging needs.

DO fax travel orders and/or trip authorizations to your servicing SATO Office as soon as they are approved, but no later than two to three business days prior to travel to ensure that airline tickets are issued. SATO will not issue tickets without approved travel orders and/or trip authorizations.

DO ask for electronic tickets if possible for domestic travel since most airlines charge a service fee for paper tickets that are e-ticket eligible.

DO fax an approved CD-334, "Request for Approval of Extra Fare Air Accommodations" to SATO Travel whenever a premium-class ticket is requested. See NOAA Travel Regulation (NTR), Chapter 301-2.5(a)(i).

DO contact the airline directly to upgrade tickets using frequent flyer benefits. Do not upgrade until the government coach ticket has been issued when using frequent flyer benefits. Upgrading before the ticket is issued may cause you to lose either your government fare or your upgrade.

DO fax an approved justification for the use of a foreign carrier to SATO Travel whenever a foreign-flag carrier is requested. See NTR, Chapter 301-2.5(b)(i).

DO request contract city-pair carriers (Government fares) as your first choice when making airline reservations. The contract city-pair Program offers up to 70% in airfare savings for government travelers on official travel.

DO fax a travel order with an approved justification for the use of a non-contract carrier to SATO Travel whenever a non-contract carrier is requested. See FTR, Chapter 301-10.107. Effective 8/28/02, some non-refundable fares for US domestic flights must be used for the specifically ticketed flights and will have no value once the flight has departed.

DO visit the GSA web site to view contract city-pair flights and costs. FY03 flights can be found at:
[Http://www.gsa.gov/Portal/content/offerings_content.jsp?contentOID=119015&contentType=1004](http://www.gsa.gov/Portal/content/offerings_content.jsp?contentOID=119015&contentType=1004).

DO call your servicing SATO Office for any changes or cancellations prior to ticketing. SATO cannot see changes made directly with the airlines.

DON'T fax travel orders to SATO until reservations have been made.

DON'T stand in long lines at the airport to change your ticket if your flight has been cancelled during normal business hours. Call your servicing SATO Office for faster services.

TRAVEL ITINERARIES/INVOICES:

DO review your itinerary as soon as you receive it. The itinerary represents your agent's understanding of your request. Errors should be corrected immediately.

DO take your invoice with you when you travel. It contains important information you may need.

DO confirm that your ticket was issued. An invoice confirms the issuance of a ticket and can be obtained from: www.virtuallythere.com.

LODGING/PER DIEM:

DO have a hotel in mind when making lodging reservations with SATO. It may be helpful to contact your TDY location and ask for recommendations of hotel properties.

DO expect a lodging cancellation number from SATO when you cancel lodging reservations. You may need the cancellation number to resolve a no-show charge.

DO remember hotels only set aside a certain number of rooms for Federal Government lodging at the per diem rate. Once that capacity is met, lodging facilities may not be willing to offer additional rooms at the per diem rate, even though they have vacancies.

DO ask the SATO agent to search and quote the per diem rate, not a "government" rate. Many lodging facilities offer local and state government rates that may be higher than the Federal government per diem rate. Be specific.

DO remember new per diem rates become effective October 1 of each year: <http://www.policyworks.gov/org/main/mt/homepage/mtt/perdiem/travel.shtml>

DO tell your SATO agent if prior hotel or travel arrangements have been made for the same trip.

DON'T commit to a hotel reservation above your authorized per diem, unless you have actual expenses approved prior to your trip.

CONFERENCE MEETING/PLANNING

DO contact Elle K Associates at eelk@erols.com when planning a conference that requires 10 or more hotel rooms. Elle K Associates will seek bids from major hotel chains to assist you with your conference needs. They are extremely successful in obtaining rates at or below per diem with major hotel chains at no cost to you.

CAR RENTALS:

DO remember to present your travel authorization to the car rental company to ensure that you receive the Government rate and full coverage insurance.

DO have your itinerary available to present your reservation confirmation number if required.

DO remember many car vendors maintain their rental fleet off-airport requiring travelers to take a shuttle bus to pick up cars. Allow time in your travel schedule accordingly.

DO notify your SATO Travel agent if you sign up for car rental "memberships" to speed up your reservation and rental pickups. Be prepared to provide SATO Travel with your membership number(s). The information will be added to your personal profile.

DO check your final bill thoroughly before leaving the car rental vendor. Bring all discrepancies to the attention of the rental manager before you leave the rental facility.

DON'T purchase additional insurance for travel within CONUS since rental vehicles available under agreements with the Government include full coverage insurance for damages resulting from an accident while performing official travel. Please note: You will not be reimbursed for additional insurance for travel within CONUS.

UNUSED TICKETS/REFUNDS:

DO report unused or partially used electronic tickets to your servicing SATO Travel office immediately.

DO return unused airline paper tickets to your servicing SATO Travel Office as soon as possible. The refund process cannot begin until SATO Travel receives the paper ticket.

DO remember paper tickets have monetary value so guard them carefully. If lost, the refund window can be as long as 90 days. Some airlines charge a lost paper ticket fee of \$70 - \$100. Amtrak does not have a refund policy in place for lost tickets, and therefore will not refund any monies.

PERSONAL PROFILE UPDATES:

DO go on-line to the NOAA Travel web site and update your personal profile at least once a year, or as often as there are changes to your personal data: www.satotravel.com/govtravelers/commerce.

TRAVEL CARD USE/PAYMENT:

DO remember that misuse of the government travel card could result in disciplinary action.

DON'T charge personal travel on your government travel card.

DO submit your travel claim within 5 working days after completion of travel.

DO submit your travel card payment to Citibank as soon as you receive a statement of charges to avoid delinquency.

YOUR OPINION IS IMPORTANT!

DO provide your feedback/suggestions when contacted by a third party customer service agency contracted by SATO to survey performance.

DO identify your name, specific problem, and dates of travel when submitting comments through the feedback button in FedTrip:
<https://www.fedtrip.gov/fedtriplogin.asp>

DO know that your feedback can and often does improve the process.